

Introductory Training for First Steps Providers

Basic Overview of First Steps Track I and Post-Test



Through this web-based training track, you will receive a basic overview of the First Steps program, including:

- ⌘ The provider's responsibilities as a contractor to the Cabinet for Health and Family Services
- ⌘ Federal legislation and federal and state regulations which are the basis for the program's policies and procedures
- ⌘ The basic premises that underlie First Steps
- ⌘ The administrative structure which supports First Steps
- ⌘ General roles and qualifications for First Steps providers



Provider Responsibilities as a Contractor

The Department for Public Health (DPH), which is an administrative unit of the Cabinet for Health and Family Services, contracts with individuals and agencies (entities) for First Steps services. The program has a network of over 1000 First Steps service providers statewide.



Provider Responsibilities as a Contractor (cont.)

As a First Steps provider you are **not** an employee of DPH or the Cabinet for Health and Family Services. **You are a contractor.** The Provider Agreement you will submit is your contract with DPH.



Provider Responsibilities as a Contractor (cont.)

When you enter into contract with DPH, you assume a number of business obligations in addition to:

- ⌘ Abiding by federal and state regulations
- ⌘ Adhering to program policies and procedures
- ⌘ Meeting all licensure and certification requirements and practice standards required of your discipline
- ⌘ Maintaining professional competency
- ⌘ Adhering to your profession's code of ethics



Provider Responsibilities as a Contractor (cont.)

As a contractor, you are operating a business enterprise. **It is your responsibility** to consult with an attorney and/or accountant to assure compliance with federal, state and local business licensing, taxing, personnel laws and other requirements.



Provider Responsibilities as a Contractor (cont.)

You are required to maintain professional liability insurance and/or Worker's Compensation. It is your responsibility to determine if these requirements are applicable to you.

(For Worker's Compensation information, you may visit the web site at <http://labor.ky.gov/dwc>. Contact your insurance representative or professional organization for information about liability insurance.)



Provider Responsibilities as a Contractor (cont.)

As a contractor, you are accepting responsibility for each of the individuals that you list on the Provider Agreement and the services that each provides. You agree to:

- ☞ Provide accurate information in the Provider Agreement, including valid licenses and certificates, and assure throughout the duration of the agreement that all licenses and certificates are valid
- ☞ Comply with all federal and state laws and regulations governing the First Steps program (34CFR Part 303 and 911 KAR 2:100-180, 200)
- ☞ Provide services to those who qualify regardless of race, color, national origin, sex, disability, religion or age in the provision of services (45CFR Parts 80, 84, 90)



Provider Responsibilities as a Contractor (cont.)

As a contractor, you are accepting responsibility for each of the individuals that you list on the Provider Agreement and the services that each provides. You agree to:

- ☞ Assure records of services to recipients are signed and documented as specified in state regulation and maintained a minimum of five years, unless additional time is required due to an audit or other dispute
- ☞ Permit state and federal representatives to examine, inspect, copy or audit all records pertaining to services provided to First Steps recipients (KRS 138)



Provider Responsibilities as a Contractor (cont.)

As a contractor, you also agree to:

- ⌘ Establish and maintain internet accessibility and keep DPH apprised of current e-mail address
- ⌘ Appropriately submit correctly prepared billing information to CBIS (Central Billing & Information System, the billing agent for First Steps), within 60 days following service delivery.
- ⌘ Inform DPH within 30 days of any changes to provider name, ownership, licensure status or address
- ⌘ Accept payment for claims from the state for claims submitted to CBIS, and not seek further payment from the family for services beyond the amounts available from third party payors.
- ⌘ Complete all training as required by DPH within the prescribed timeframes



Provider Responsibilities as a Contractor (cont.)

Other information that may impact your contract with DPH:

- ⌘ Either party has the right to terminate the agreement upon 30 days written notice by registered/certified mail
- ⌘ DPH may terminate an agreement immediately for cause.
- ⌘ DPH will reimburse providers, subject to the availability of funds, in accordance with federal and state laws, regulations and policies
- ⌘ DPH may require a contractor to reimburse payments received in violation of the Provider Agreement and/or regulations.



Provider Responsibilities as a Contractor (cont.)

DPH is obligated to provide payment within 30 days of receipt of properly submitted billing. As a business, you are responsible for managing your cash flow and meeting your expenses.



Provider Responsibilities as a Contractor (cont.)

CBIS billing cycles (cut-offs) run in 21 day periods and DPH processes payments following the end of the cycle. However, there may be occasional delays due to holidays, software and other system changes, etc. Providers are advised not to call either CBIS or DPH until the 30 days have expired as this may re-direct staff attention and result in further delays



Provider Responsibilities as a Contractor (cont.)

<http://chs.ky.gov/publichealth/firststeps%202004>

In keeping with the state's move to electronic commerce and to contain administrative costs, the DPH web site will be used to post current program information and to alert providers of any changes. Each provider is responsible for:

- ⌘ Establishing and maintaining internet accessibility and keeping DPH apprised of the current e-mail address
- ⌘ Regularly accessing the web site and assuring that each individual listed in the Provider Agreement receives accurate and current information about program policies and procedures



Federal Legislation and Regulations and State Regulations

- ⌘ First Steps
- ⌘ Kentucky Early Intervention System (KEIS)
- ⌘ IDEA, Part C
- ⌘ Part C

These names are often used interchangeably, but all may refer to Kentucky's early intervention program:



Federal Legislation and Regulations and State Regulations (cont.)

IDEA, Part C and "Part C" refer to the Federal Individuals with Disabilities Education Act (IDEA), which partially funds Kentucky's early intervention services program. Part C of the act is for early intervention systems set up by each state for infants and toddlers with disabilities.



Federal Legislation and Regulations and State Regulations (cont.)

IDEA, **Part B**, provides funding to states for children ages 3-21. It includes provisions for preschool programs, Free and Appropriate Public Education (FAPE) for students with disabilities and access to education in the least restrictive environment (LRE) for students with disabilities.



Federal Legislation and Regulations and State Regulations (cont.)

The Congressional Federal Register, 34 CFR Part 303 Early Intervention Program for Infants and Toddlers with Disabilities, is the source of regulations for Part C of the Individuals with Disabilities Education Act.



Federal Legislation and Regulations and State Regulations (cont.)

IDEA, Part C, provides funding to states to:

- ⌘ Maintain & implement a statewide, comprehensive, coordinated, multidisciplinary, interagency system of early intervention services for infants & toddlers with disabilities and their families;
- ⌘ Facilitate the coordination of payment for early intervention services from Federal, State, local and private sources (including public and private insurance coverage);
- ⌘ Enhance the State's capacity to provide quality early intervention services and expand and improve existing early intervention services being provided to infants and toddlers with disabilities and their families; and
- ⌘ Enhance the capacity of State and local agencies and service providers to identify, evaluate and meet the needs of historically underrepresented populations, particularly minority, low-income, inner-city and rural populations.

January, 2003

Version 1.0

Page 19



Federal Legislation and Regulations and State Regulations (cont.)

Within the framework established in the federal legislation and regulations each state determines how the program will operate. Consequently, early intervention programs that receive IDEA, Part C, funds vary from state to state. Each state determines what services will be covered and the amount (if any) state funds allocated to the program. In Kentucky, the State and other sources contribute approximately \$5 for every \$1 in Federal IDEA Part C funds received.

January, 2003

Version 1.0

Page 20



Federal Legislation and Regulations and State Regulations (cont.)

The KAR (Kentucky Administrative Regulations) are the rules and regulations under which the First Steps Program operates. As a First Steps provider, you are responsible for knowing and adhering to the state regulations

The entire body of regulations for the program can be accessed through the DPH web site under the First Steps policies and procedures links.

January, 2003

Version 1.0

Page 21



Federal Legislation and Regulations and State Regulations (cont.)

A guide to the state regulations is as follows:

§ 911 KAR 2:100	Definitions
§ 911 KAR 2:120	Evaluation and Eligibility (includes established risk conditions)
§ 911 KAR 2:130	Assessment and Service Planning
§ 911 KAR 2:140	Primary Service Coordination & Assistive Technology
§ 911 KAR 2:150	Personnel Qualifications
§ 911 KAR 2:160	Covered Services
§ 911 KAR 2:170	Notice of Action & Administrative Appeal
§ 911 KAR 2:180	Mediation
§ 911 KAR 2:200	Coverage and Payment



Federal Legislation and Regulations and State Regulations (cont.)

Changes to policies and procedures are posted to the DPH web site, usually under the "Administrative Update" link or through other notice on the First Steps provider page. Check the site frequently.



Federal Legislation and Regulations and State Regulations (cont.)

The regulations provide the basis for the First Step Policy and Procedures Handbook. The Handbook, which can be accessed on the First Steps web site, also contains general information and "best practices."

Occasionally, as a result of the regulation implementation process and timeframes, there may be a delay between the effective date of a regulation change and a change to the Policy & Procedures Handbook. Because the regulations carry the weight of law, it is very important that each provider often check the DPH web site for changes to the regulations.



Basic Premises

As a First Steps provider you are required to attend a one-day Orientation to the IFSP (Individualized Family Service Plan) Process or five days of Primary Service Coordinator training. Before you submit a Provider Agreement and attend further training, you should understand and agree to the basic philosophy that underlies the First Steps program.



Basic Premises (cont.)

Simply stated, The Purpose of Early Intervention is:

**TO MAXIMIZE THE POTENTIAL
OF INFANTS AND TODDLERS
WITH DISABILITIES TO LEARN**



Basic Premises (cont.)

**First Steps is First and Foremost about
Service Coordination to Support
Educational Development**

IDEA, Part C, is a “systems building” initiative to enhance and coordinate the state’s resources. First Steps should not be thought of as a payment system. First Steps is about resource identification and coordination of services that result in educational development. First Steps will pay for certain developmental services when there is no other payor source.



Basic Premises (cont.)

A Team Approach to Assessing Strengths and Concerns & Developing and Charting Success in Meeting Outcomes

Each child has many strengths and assets and has unique physical, developmental, emotional, social and cultural needs. As a First Steps provider, you and the child's other providers work together to assist the family to identify the child's strengths and needs and the desired outcomes; develop an Individualized Family Service Plan (IFSP); assess the child's progress in meeting these outcomes; and, prepare the child and family to transition from the program.

January, 2003

Version 1.0

Page 28



Basic Premises (cont.)

Parents and Family as Partners

A child is a member of a family. The family is at the center of the child's life. As a First Steps service provider you are obligated to regard the family as a partner and member of the child's team and to honor family choice.

January, 2003

Version 1.0

Page 29



Basic Premises (cont.)

Parents are a Child's First and Most Important Teachers - Services are provided in a Child's Natural Environment

First Steps services transfer knowledge and skills to parents and other caregivers. Services are provided in home and other community settings that reflect a child's natural environment. This promotes learning and development within the child's daily routines and interaction with children without disabilities.

January, 2003

Version 1.0

Page 30



Basic Premises (cont.)

Preparing the Child and Family for the Transition to School

Support for effective transition is at the heart of IDEA and First Steps. As a First Steps service provider you are agreeing to partner with families and school personnel, when applicable, to support the transition to school. The goal is for children with developmental delays to be healthy and ready to learn when they enter school.



Administrative Structure

Administrative oversight for IDEA, Part C is assigned at the Federal level to the U.S. Department of Education, Office of Special Education Programs (OSEP).



Administrative Structure (cont.)

In Kentucky, the Governor has assigned responsibility for the IDEA, Part C grant and program to the Cabinet for Health and Family Services. The Cabinet works closely with the KY Department for Education, Division of Exceptional Children Services, which is responsible for IDEA, Part B (education for children ages 3-21 with disabilities).



Administrative Structure (cont.)

The Department for Public Health (DPH), which is a unit of the Cabinet for Health and Family Services, administers the First Steps program.



Administrative Structure (cont.)

Executive and support staff responsible for the administration and operation of First Steps is housed in Frankfort at the Department for Public Health, Early Childhood Development Branch. DPH contracts with seven state universities in Kentucky to provide technical assistance, training to providers, family support and information and compliance monitoring and program evaluation.



Administrative Structure (cont.)

DPH contracts with seven state university teams to:

- ⌘ Provide technical assistance and training for providers
- ⌘ Provide parent information and support
- ⌘ Conduct compliance monitoring and program evaluation
- ⌘ Maintain regional resource libraries for providers, families and students with an interest in early childhood development



Administrative Structure (cont.)

The First Steps University Teams are comprised of three or more professionals:

- ⌘ A Program Consultant
- ⌘ A Parent Consultant
- ⌘ An Evaluator/Monitor

A list of the University Teams and contact information is available on the DPH web site.



Administrative Structure (cont.)

The first line of contact for providers and families when they have a question or concern about First Steps is the First Steps University Teams assigned to that region.



Administrative Structure (cont.)

First Steps University Team Program Consultant

- ⌘ Provides technical assistance and training to First Steps providers for programmatic issues such as regulations, policies and procedures, best practices, billing, etc.
- ⌘ Provides technical assistance and training to providers who want to become First Steps providers, including information about qualifications, credentialing and other procedures and required training.
- ⌘ Maintains a resource library of early intervention materials.
- ⌘ Acts as a liaison to the District Early Intervention Committee (s).
- ⌘ Conducts quarterly Service Coordinator meetings and other informational meetings for providers in the district.



Administrative Structure (cont.)

First Steps University Team Parent Consultant

- ⌘ Provides resources and information to families
- ⌘ Offers a parent perspective to other families and providers as each parent Consultant has a child who is/was enrolled in First Steps
- ⌘ Represents family interests and concerns to other stakeholders and program staff
- ⌘ Coordinates training activities and special events for families of children with developmental delays such as Fireside Chats, etc.
- ⌘ Links families to other organizations and groups, including the District Early Intervention Committee, parent support organizations etc.

January, 2003

Version 1.0

Page 40



Administrative Structure (cont.)

First Steps University Team Program Evaluator/Monitor

- ⌘ Conducts periodic review of provider records to assure regulatory compliance
- ⌘ Monitors quality of services and outcomes
- ⌘ Identifies training and technical assistance needs based on reviews
- ⌘ Consults with provider and Program Consultants during the development of corrective action plans
- ⌘ Responds to complaints and quality concerns reported by families, providers and others.

January, 2003

Version 1.0

Page 41



Administrative Structure (cont.)

First Steps Point of Entry

The Point of Entry is the first step for the family in determining the child's eligibility for First Steps. For children who are determined to be eligible, the Point of Entry acts as the Initial Service Coordinator and facilitates the development of the child's first Individualized Family Service Plan (IFSP). A complete list of Point of Entry sites and toll-free numbers is on the DPH web site.

January, 2003

Version 1.0

Page 42



Administrative Structure (cont.)

The Seven University Teams and 15 Point of Entry offices are located in:

Eastern KY University Team (Barbourville)

- ⌘ KY River District (Hazard)
- ⌘ Cumberland Valley District (Corbin)
- ⌘ Lake Cumberland District (Somerset)

Morehead State University Team (Morehead)

- ⌘ Fivco District (Ashland)
- ⌘ Gateway District (Morehead)
- ⌘ Big Sandy (Stanville)



Administrative Structure (cont.)

The 7 University Teams and 15 Point of Entry offices:

Northern KY University Team (Newport)

- ⌘ Northern Kentucky District (Edgewood)
- ⌘ Buffalo Trace District (Maysville)

University of Louisville Team (Louisville)

- ⌘ Lincoln Trail District (Elizabethtown)
- ⌘ Kentuckiana District (Louisville)

University of Kentucky Team (Lexington)

- ⌘ Bluegrass District (Lexington)



Administrative Structure (cont.)

The 7 University Teams and 15 Point of Entry offices:

Western KY University Team (Bowling Green)

- ⌘ Green River District (Owensboro)
- ⌘ Barren River District (Bowling Green)

Murray State University Team (Murray)

- ⌘ Purchase District (Paducah)
- ⌘ Pennyrile District (Hopkinsville)



Administrative Structure (cont.)

State Interagency Coordinating Council (ICC)

Members of the ICC are appointed by the Governor to advise and assist DPH in matters that relate to the First Steps program. It is representative of diverse stakeholder groups, including parents, First Steps providers, state agencies, and others with an interest in early intervention services for infants and toddlers.



Administrative Structure (cont.)

District Early Intervention Committees (DEIC)

The DEIC is an excellent forum for providers and families to take an active role in developing their district's early intervention system and in providing input to DPH and the ICC. There are 15 DEIC, which mirror the Point of Entry districts. DEIC take a leadership role in a number of initiatives, including but not limited to:

- ⌘ Child Find (Outreach and Identification of Infants and Toddlers in need of early intervention services)
- ⌘ Identification and coordination of local resources to assist infants and toddlers with developmental delays and their families
- ⌘ Development of interagency agreements between First Steps and the Local Schools to facilitate and support effective transition

Contact your Program Consultant to learn more about the DEIC in your area.



General Roles and Qualifications of Providers

As a First Steps provider, you agree to do (as a professional) or to assist (as a paraprofessional):

- ⌘ Participate (assist) in the Child Find System
- ⌘ Contribute (assist) to the evaluation and assessment of the child as a member of the early intervention team
- ⌘ Provide (assist) family-centered and family-guided services that promote independence and self-determination
- ⌘ Participate (assist) as a member of an early intervention planning team to meet the the identified needs of the child and family
- ⌘ Provide (assist) information and training to the family, other early intervention team members and the community



General Roles and Qualifications of Providers (cont.)

As a First Steps provider, you agree to do (as a professional) or to assist (as a paraprofessional):

- ⌘ Use current best practices in providing quality services and (assist) evaluate the effectiveness and efficiency of services on a regular basis.
- ⌘ Uphold ethical and legal standards
- ⌘ Advocate (assist) for a high quality service delivery system

A detailed description of provider roles can be accessed through the DPH web site. Look for the links labeled:

General Roles of Professional Disciplines
General Roles of Paraprofessional Disciplines



General Roles and Qualifications of Providers (cont.)

To be approved as a First Steps provider you must meet the personnel qualifications specified in the Kentucky State Regulations (911 KAR 2:150) for First Steps services providers. It is important that you determine that you meet the qualifications before proceeding with the process to become a First Steps provider.

A link to the personnel qualification regulations is on the DPH web site. Links also are available on the site for:

Summary Table of Qualifications for Professional Personnel
Summary Table of Qualifications for Paraprofessional Personnel



General Roles and Qualifications of Providers (cont.)

If at any point you have questions, go to "Procedures for Becoming a New First Steps Provider" on the DPH web site for a complete list of the steps that must be taken to become a new First Steps Provider. If you still have a question after going to the web site, please call the University Team Program Consultant assigned to your region.



Assignment

➤ Print and complete mandatory Track I Post Test.

➤ You must follow all instructions carefully. Failure to properly follow instructions may result in your contract being denied.
